



Big Brothers Big Sisters

Little Moments. Big Magic.™

JOB DESCRIPTION - LEADERSHIP

Position Title: Director of Mentoring Programs	Location: Based in Kalamazoo, covers 5 counties	Overtime Status: X Exempt Non-Exempt
Reports To: Executive Director	Number of People Supervised: 15-20 employees	
Creation Date: July 2013	Revision Date(s) : July, 2013	
Position Purpose: Ensures match growth and quality through leadership of service delivery functions.		
Organization Chart Attached: <u>Yes</u> No		

POSITION PURPOSE

Establishes strategic direction for the program function and oversees program design and implementation to ensure achievement of annual goals. Ensures collaboration and alignment with other internal departments and advocates for support from community partners.

Job Responsibilities

The following statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. BBBS may change the specific job duties with or without prior notice based on the needs of the organization.



Essential Duties and Responsibilities

Accountable for program performance. Monitors operational effectiveness using work flow and tracking systems (i.e. AIM); gathers accurate information for reports, tracks performance & develops measures to ensure growth, minimize BBBS risk and meet annual agency program goals.

Communicates to Executive Director and Board of Directors on matters of program effectiveness, youth outcomes and child safety. Establishes and ensures a system for quality assurance and youth protection.

Plans, leads and drives implementation of programs designed to increase and strengthen Big and Little match relationships and youth development. Manages critical service and workflow issues that are impacting the ability to provide quality services. Develops and implements new program initiatives to expand mentoring services or target community issues as directed or needed.

Develops and maintains positive working relationships with faith-based, community, school and business leaders in the service area to educate them regarding the agency's mission, promote involvement in agency activities, and gain their support of the agency.

Drives cohesion with recruitment/partnership and fund development departments to ensure an on-going supply of targeted volunteer candidates and resources to support agency programs. Communicates across departments and within departments related to service delivery and customer service to enhance program implementation, communicate policy and assure compliance.

Hires, engages, develops, and holds staff accountable to work efficiently and effectively and to achieve individual and team goals while complying with agency policies and national standards of practice. Establishes and ensures a system and culture of continuous staff learning, development and succession planning.

Leads performance management practices with creation of reports (including statistical results), analysis of trends and issues and presentation of information to different audiences (ED, other agency staff management, Board of Directors) as needed. Ensures program component of the agency's Annual Self-Assessment (required by BBBSA) is completed in a timely manner.

Establishes and oversees program segment of agency's overall budget. Ensures that all systems required to track and report on program functions due to grant requirements are established and maintained as needed.

Responsible for grant writing and management of grant requirements in coordination and consultation with the Executive Director

Ensures agency develops and maintains an organized, customer-centric service delivery model, (outreach, customer service, enrollment, and match support) reviews and updates as needed.

Surfaces "best practices" that can be integrated into nationwide models for replication and investments. May represent agency at regional or national level.

Other duties as assigned

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Critical Job Specific Competencies	High Performance Indicators
CONTINUOUS QUALITY & PERFORMANCE IMPROVEMENT	Able to encourage team members to share ideas that lead to improvement; minimize barriers to accomplishing the team's work; hold others accountable for identifying and removing obstacles that negatively affect quality; monitor the group's process for quality and efficiency issues that become targets for improvement; establish measures / benchmarks to track individual and/or team performance.
DECISIVENESS & JUDGEMENT	Able to consider both the short and long term impact of decisions; plan for how the consequences of decisions affect the team; coach others to make effective decisions; hold others accountable for making sound decisions; make and act on decisions even if they are unpopular. Able to establish resources and/or processes to gather information/data for problem solving or analysis; create an environment that supports cross-functional analysis and problem solving; ensure that organization-level decisions are based on data and sound reasoning.
DEVELOPS CAPABILITY	Able to proactively coach others to help improve their contribution; provide positive as well as constructive feedback on an ongoing basis; take responsibility for holding regular coaching and development discussions with team members; delegate assignments which provide others learning opportunities; reinforce the value of active learning and highlight its organizational impact for others; seek ideas from others in improving the team's capabilities; ensure that others are taught key skills.
FLEXIBILITY & ACHIEVING CHANGE	Able to help others overcome their resistance to change; gain others' willing participation for change initiatives; help others translate new change goals into practical implementation steps and adapt to change without disruption of productivity; coach others in accomplishing goals in an unstructured environment. Able to pursue and generate innovative ideas that further the group or team's goals and foster an environment that encourages innovation.
GETS RESULTS	Able to create an environment of accountability for meeting agreed upon expectations; hold others accountable for managing the performance of a group; eliminate barriers to group performance; lead/champion efforts that increase productivity and goal accomplishment throughout the group or team; drive the implementation of systems that reward employees for contributing to group or team goals.



STRATEGIC ALIGNMENT	Able to ensure that all systems in the group or department are aligned toward achieving strategic goals; continually communicate and reinforce the highest priority initiatives to keep the group or department focused on the right things; hold others accountable for meeting the needs of the group or department rather than optimizing the performance of only their function; ensure that the group or department has broad strategies and plans that focus on community needs; set and articulate a compelling vision for the group or department. Able to focus team on delivering services in a way that enhances / maximizes performance.
VALUING DIVERSITY	Able to make diversity/inclusion an integral part of overall long term plan; sponsor/mentor individuals from a variety of backgrounds and perspectives; communicate and enforce a department-wide zero-tolerance policy toward inappropriate, illegal or discriminatory behaviors; hold all managers (including self) accountable for achieving diversity/inclusion goals; make departmental or team changes that enhance workforce diversity. Able to communicate internally and externally that diversity/inclusion is an integral part of how your organization does business.

KEY RELATIONSHIPS				
	Provide and/or Receive Routine Information	Work In Partnership with Others to Accomplish Individual Tasks	Educate and Mentor Others	Persuade and Influence Others & Outcomes in Complex Situations
Internal Relationships	X	X	X	X
External Relationships	X	X	X	X

Education Level: (minimum & preferred educational requirements necessary to perform this job successfully)
Bachelors degree required, Masters degree preferred.
Years of Related Work Experience : (minimum & preferred related work experience necessary perform this job successfully)
5-7 years of related work experience required with progressive management responsibilities preferably at the senior management level. Experience in youth development field required.



SKILLS AND KNOWLEDGE									
								Required	Preferred
Ability to communicate in English, both orally and in writing								X	
Standard office equipment (phone, fax, copier, scanner, voice mail, email)								X	
Demonstrated ability to quickly learn about youth development / program design								X	
Demonstrated ability to make presentations that move people to action								X	
MS Outlook	Basic		Intermediate	X	Advanced			X	
MS Word	Basic		Intermediate	X	Advanced			X	
MS Excel:	Basic		Intermediate	X	Advanced			X	
MS PowerPoint:	Basic	X	Intermediate		Advanced				X

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
(Describe any specific work place conditions and/or physical abilities that are related to and/or required by this job)
Minimal physical requirements to include walking, standing, sitting at work station; normal office environment.

Acknowledgements
Supervisor: I have approved this job description and reviewed with my employee.
Signature: _____ Date: _____
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.
Signature: _____ Date: _____
Human Resources Approval :
Signature: _____ Date: _____

Equal Employment Opportunity

BBBS provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties & responsibilities either unaided or with reasonable accommodation. The organization shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.